

I've been working as an interpreter between ASL and English for a long time. I know that there is a shortage of qualified Sign Language interpreters across the country. The one thing that video relay does well is provide access for people who are Deaf, Hard of hearing and have speech disabilities to qualified interpreters in the telephone system. It has worsened the shortage of interpreters for the community, but it has helped people who can afford high speed lines and computer equipment. The people who use video relay can take care of the business in their lives faster and in a more efficient manner. This allows them to get closer to parity within society as a whole.

On the other hand, I've had more than one friend or colleague state that their VRS installer/service person says they must use only one company or equipment for their video relay. This seems wrong. Having equipment be standardized so that people can use any service is more logical (similar to cell phones, computers, etc.).